

Practice Peer-graded Assignment: Activity: Create an escalation email

Ready for the assignment?

You will find instructions below to submit.

Instructions

My submission

Peers to review

Activity Overview

Discussions

In this activity, you will create an escalation email. Escalation is the process of enlisting project leadership or management to help remove an obstacle, clarify or reinforce priorities, or validate next steps. One of your most important responsibilities as a project manager is to help resolve problems and remove barriers for your team.

Escalation helps you do that, so you can keep making progress toward your goals.

Remember that the keys to writing a strong escalation email include:

Maintain a friendly and blameless tone

State your connection to the project

Explain the problem succinctly

Explain the consequences of the problem

Propose a course of action and make a request

After you submit your work, review and respond to at least two of your classmates' assignments.

Scenario

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Review the scenario below. Then complete the step-by-step instructions.

Office Green is testing the Plant Pals project before official launch, and you are the project manager responsible for the project's success. The team has already installed software to manage incoming orders and begun sending out test shipments to customers.

However, your team has encountered some problems along the way. One major issue is that you don't have enough drivers to deliver all of the orders on time. So far, the drivers have delivered only 80% of the plants successfully. Customer satisfaction has suffered, and some customers have already canceled their subscriptions. Your team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. A delay could create even more issues—setting back the project timeline, risking product quality, and hurting revenue.

You have several ideas to improve future delivery rates, but you need to discuss them with senior stakeholders. In order to explain the problem and your recommendations, you write an escalation email to the Director of Operations, the HR Specialist, the Senior Vice President of Human Resources, and the Director of Product.

Step-By-Step Assignment Instructions

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Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: [Escalation Email](#)

OR

If you don't have a Google account, you can download the template directly from the attachment below.

 [Activity Template Escalation Email](#)
[DOCX File](#)

Step 2: Write a subject line

Give your email a subject line that lets your stakeholders know the message is important. Under **Subject**, write, "[Action Required]," followed by a concise description of the problem posed in the scenario.

Step 3: Write a greeting (keeping a friendly tone)

Start the email with a friendly greeting. You could thank your audience for their work so far or point out an aspect of the project that's going particularly well.

Note: Keep in mind that it's important to address project issues graciously. Try to maintain a blameless tone from the subject line to the closing and always be respectful of your audience's time and efforts.

Step 4: State your connection to the project

Unless you know the recipients well and interact with them often, begin by introducing yourself. Clearly state your name, role, and relationship to the project. Keep your introduction brief and to the point. A single sentence should be enough.

Step 5: Explain the problem

Now it's time to explain the issue. Clearly state the problem you are trying to solve. Give your audience enough detail to understand the issue, but try to be as brief as possible.

Step 6: Explain the consequences of the issue

Once you've explained the problem, identify its consequences. Describe how the issue has affected the project or how it could impact the project later on. Be concise, but specific.

Step 7: Propose a course of action and make a request

When escalating a problem, it's a good idea to offer recommendations as well. Think through a few potential solutions and present them to your audience.

Then clearly state what you need from your recipients. You might request a meeting to discuss recommendations or ask them to take action on a proposed solution.

Step 8: Close the email (keeping a friendly tone)

Finally, thank your audience for their time and add a sign off. Don't forget to include your title and contact information in addition to your name.

Review criteria

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There are a total of 9 points for this activity. At least two of your peers will evaluate your escalation email.

Your final grade will be the median of these scores. You must get 8 out of 9 total points to pass

Giving good feedback

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Once you complete the activity, review and provide constructive feedback for at least two classmates.

Below are some guidelines to help you leave constructive comments for your peers.

When giving feedback, consider:

Leading with positive feedback

Providing a balance of positive and actionable feedback

Sticking to information-specific, issue-focused, and observation-centered comments

Ready to submit your work? Head to the My Submission tab at the top of the page.